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DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON DARMSTADT
UNIT 29500
APO AE 09175-9500

JUL 21 2006

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Complaint Procedures Policy

1. I am committed to ensuring all soldiers and civilians assigned or attached to the USAG Darmstadt receive fair and equal treatment. Complaints relating to discrimination based on race, color, national origin, religion, or gender, either on or off-post, should be handled through your chain of command.

2. All Soldiers and civilians, including family members, have the right to:

a. Present a complaint to the command without fear of intimidation, reprisal, or harassment.

b. Communicate with the commander concerning their complaints.

c. Receive assistance when submitting a complaint.

d. Receive information on the Army's Equal Opportunity complaint and appeals process.

3. Rapid resolution of EO (including sexual harassment) complaints is in the best interest of both persons filing the complaint and of the command.

a. Formal Complaint Procedures: Soldiers, civilians, and family members have 60 complaint days from the date of any incident to file a formal complaint of unfair or unequal treatment. The commander has 14 calendar days to investigate the complaint and provide written feedback to the complaint. The complainant has 7 calendar days to appeal to the next higher commander if he or she is dissatisfied with the investigation results or actions taken.

b. Informal Complaint Procedures: The informal complaint is no less important than a formal complaint, and should be addressed with a sense of urgency and sincere intent to attain resolution. Informal complaint procedures may be used to resolve the problem at the immediate or lowest possible level. Informal complaints may be resolved by the individual, a co-worker or other unit members, or the chain of command. An informal complaint is not subject to time suspense although it is reportable.

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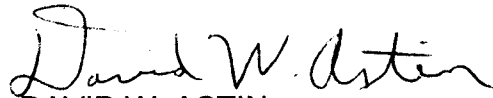
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c. Complaints resolved by the chain of command (first line leader and higher) will be afforded written feedback. At any time within the 60 day window, a complaint can be forwarded through the formal complaint procedures.

4. Processing Equal Opportunity complaints through the chain of command is strongly encouraged. If you feel uncomfortable in filing a complaint through your local chain of command, other agencies are available to assist you. The next higher echelon in the chain of command, Equal Opportunity Advisors, the Inspector General, the Chaplain, the Staff Judge Advocate and the Housing Referral Office, are all agencies where you may seek assistance.

5. This policy memorandum supersedes Policy Memorandum dated 27 September 2004. A copy will be posted on the permanent section of all bulletin boards. Commanders will include this policy as part of their new arrival orientation briefing.

6. The chain of command is ultimately responsible for resolution of complaints, regardless of the complaint-receiving agency.


DAVID W. ASTIN
LTC, MI
Commanding

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